



# J-1 HR Metrics

## 2<sup>nd</sup> Quarter, FY 2003

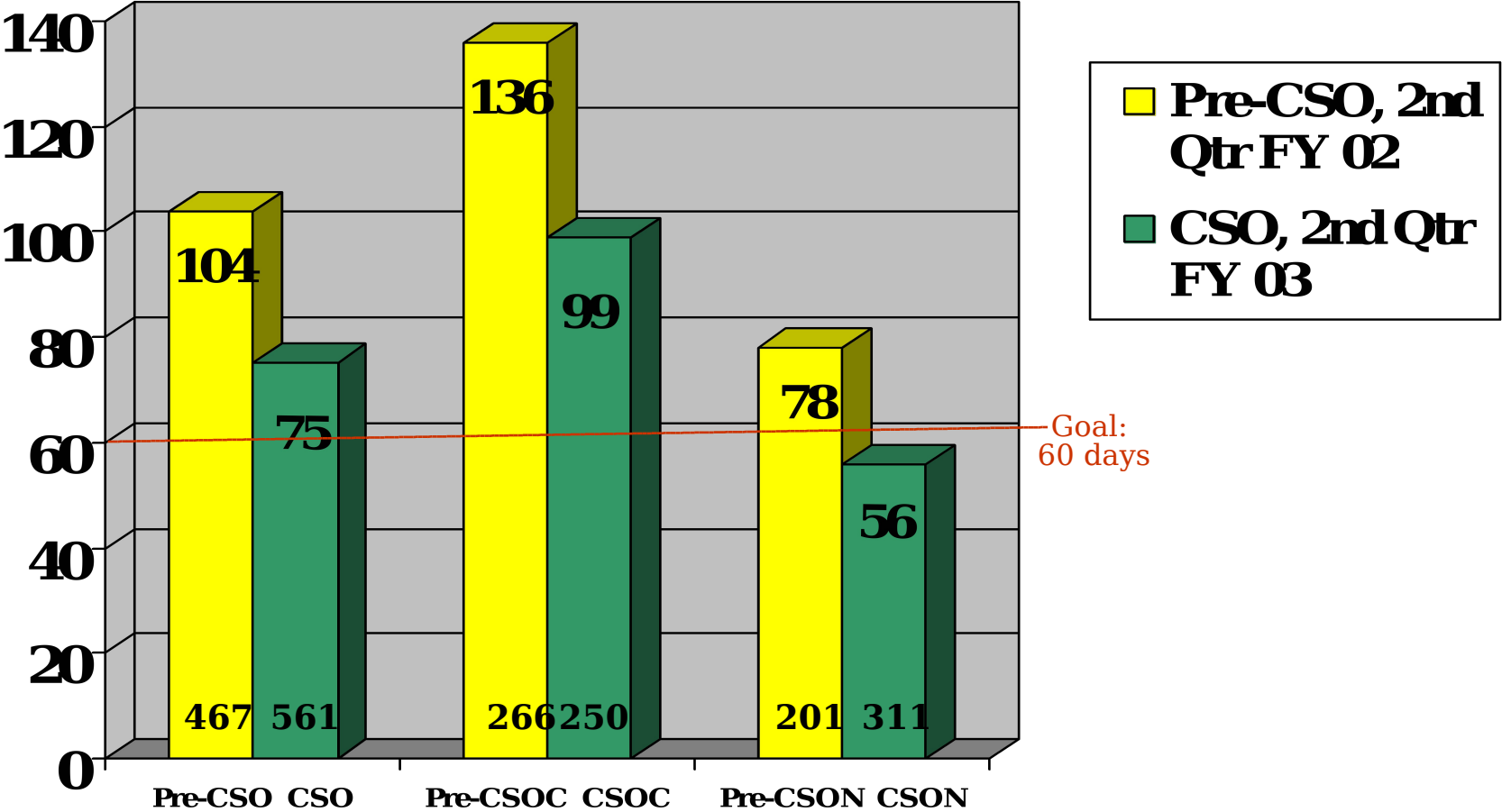
**April 22, 2003**



# DLA Competitive Fill Time

## 2nd Qtr FY 02 & 2nd Qtr

Average # Days - HRO to EOD

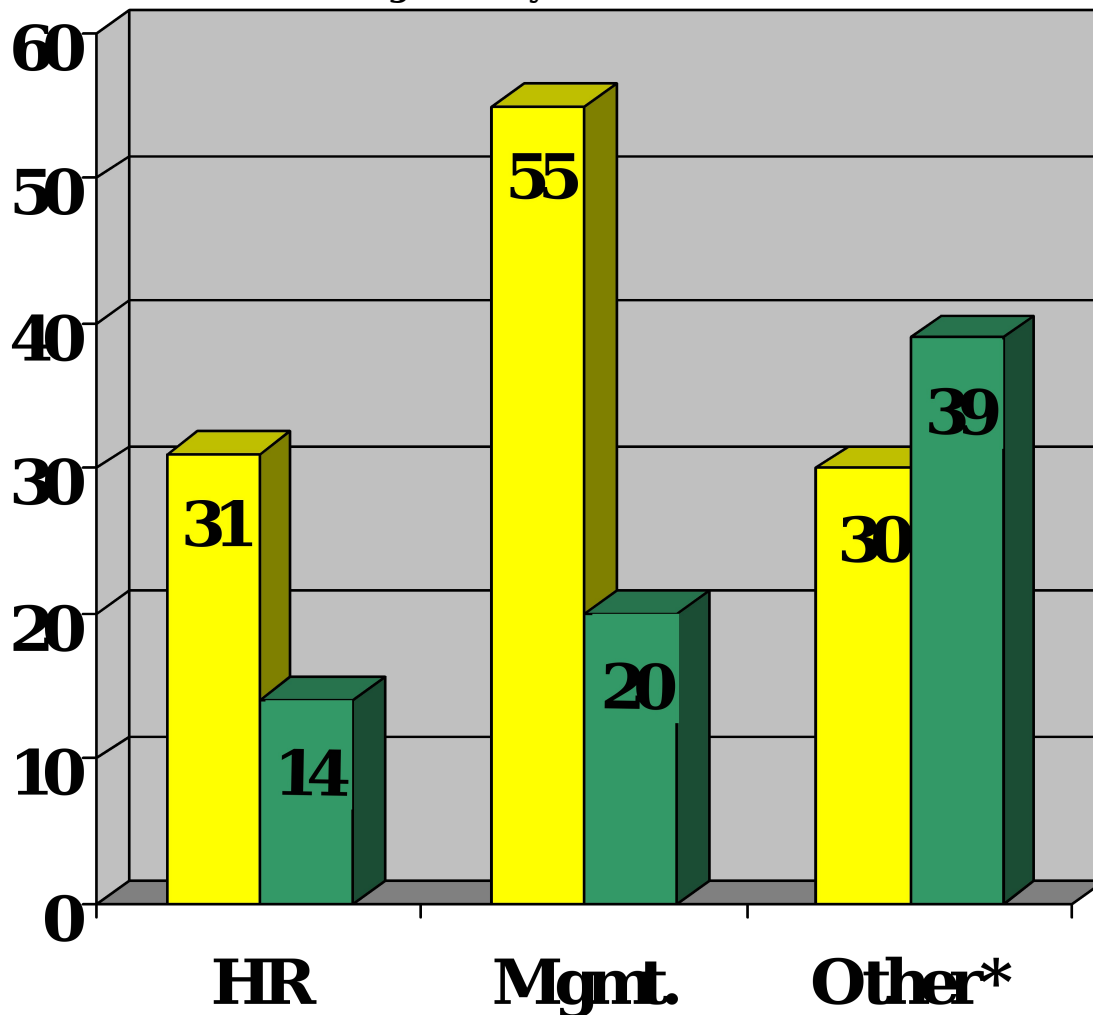




# DLA Competitive Fill Time

## 2nd Qtr FY 02 & 2nd Qtr

Average # Days - HRO to EOD



■ Pre-CSO, 2nd  
Qtr FY 02

■ CSO, 2nd Qtr  
FY 03

### Other\*

JOA Open  
Time

Release Date

Physical  
Exams

Drug Test

PCS Travel

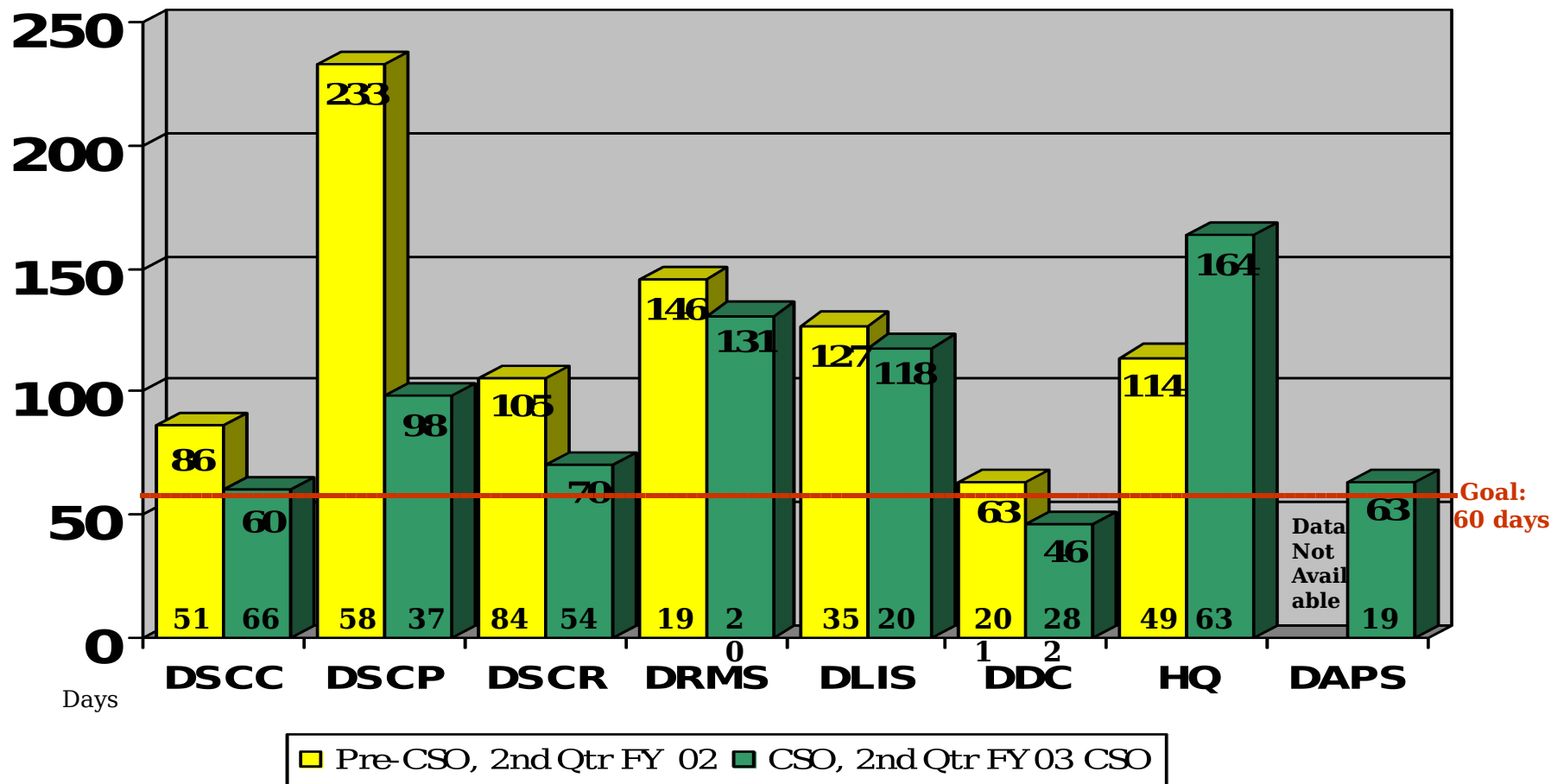
Security



# DLA Competitive Fill Time

## 2nd Qtr FY 02 and 2nd

Average # Days - HRO to EOD



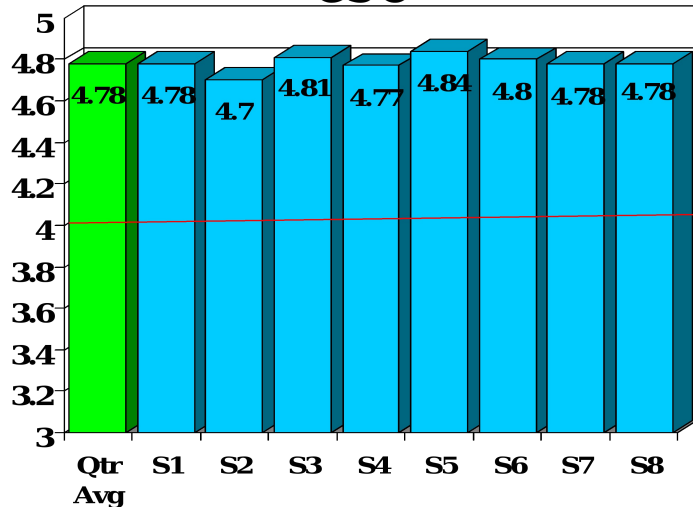
Number of completed actions shown at the bottom of each column.



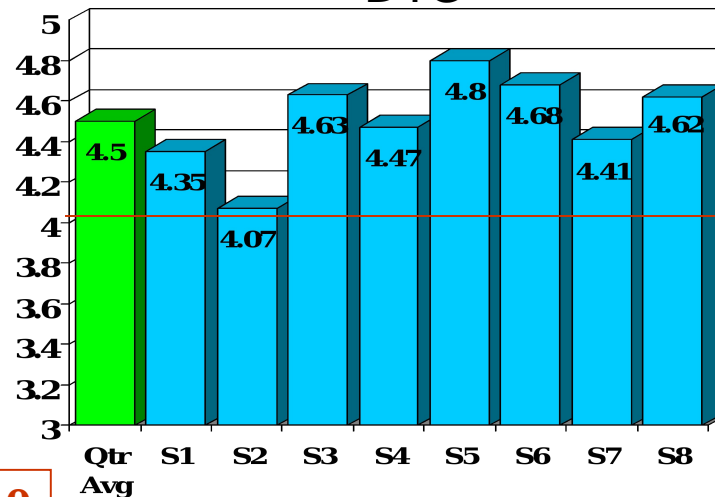
# Call Back Survey Results

## 2nd Quarter FY 03

CSO

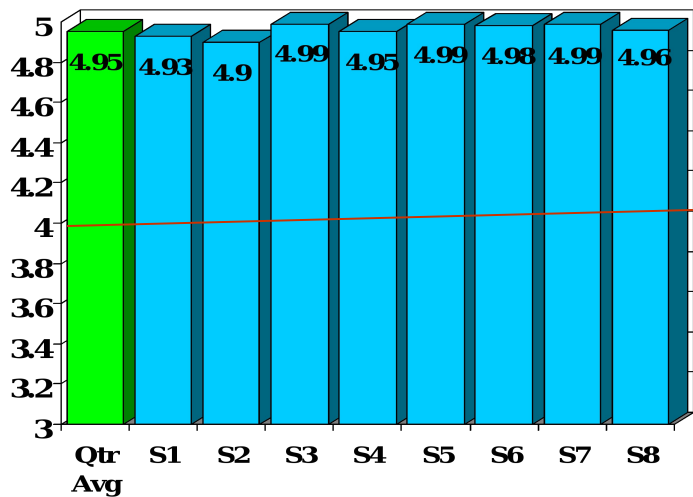


DTC

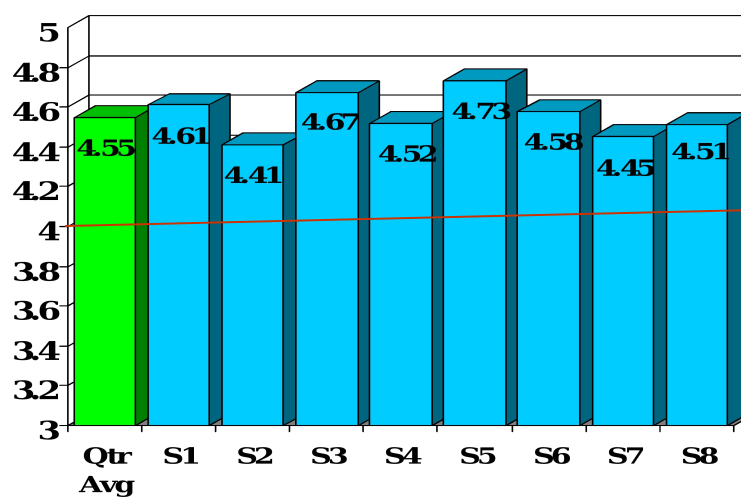


Goal: 4.0

CSO-N



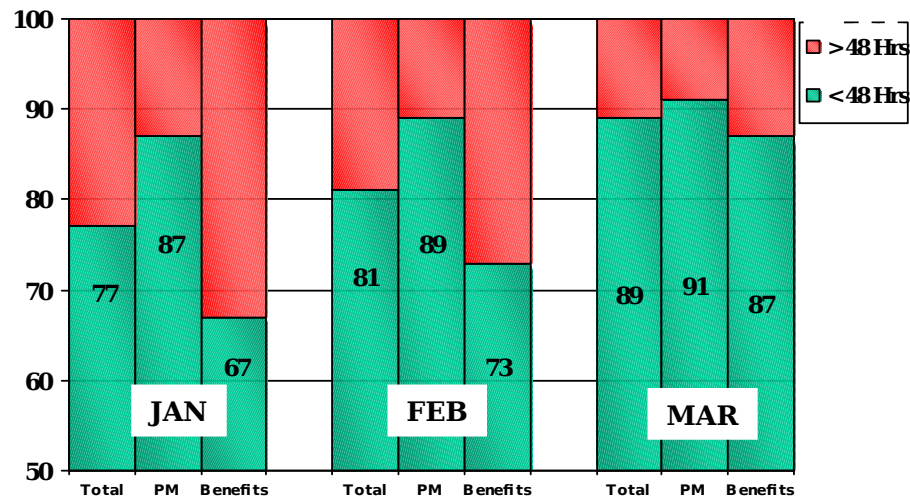
CSO-C



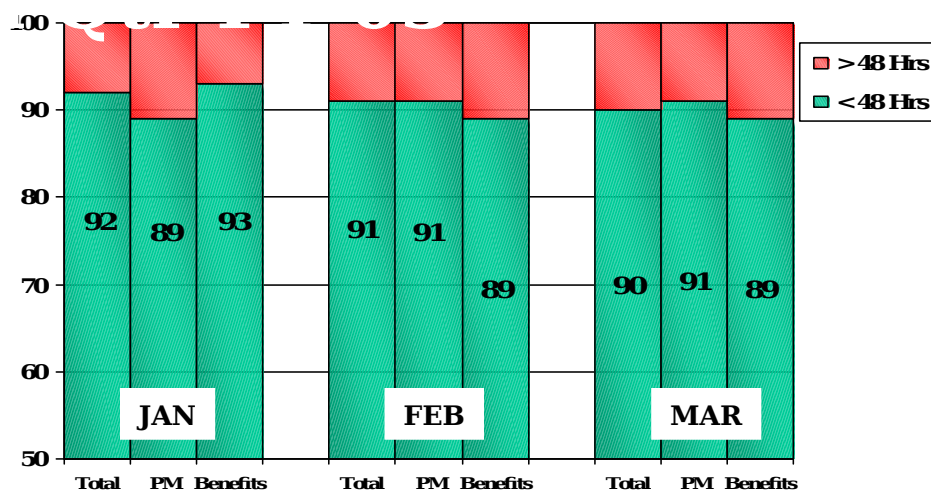


# 48 Hr Metrics Completed Customer Requests

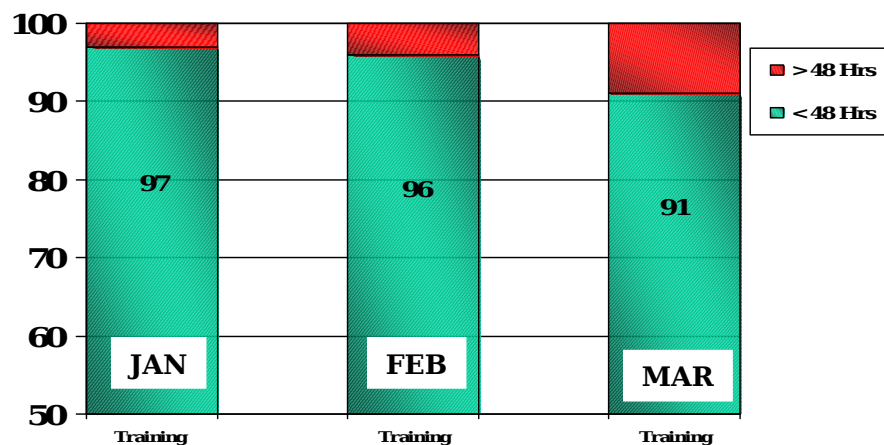
## CSO-N



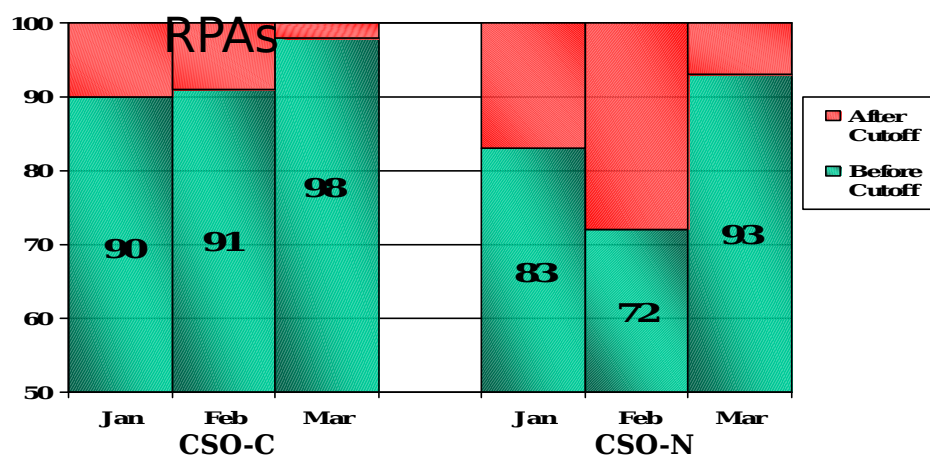
## CSO-C



## DTC



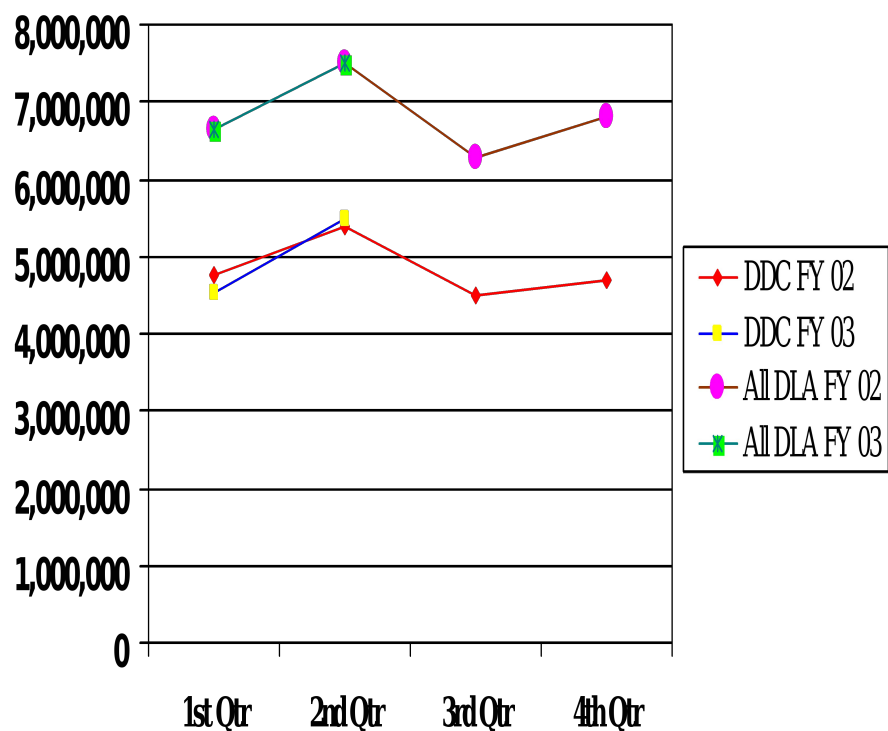
## CSO Time Definite





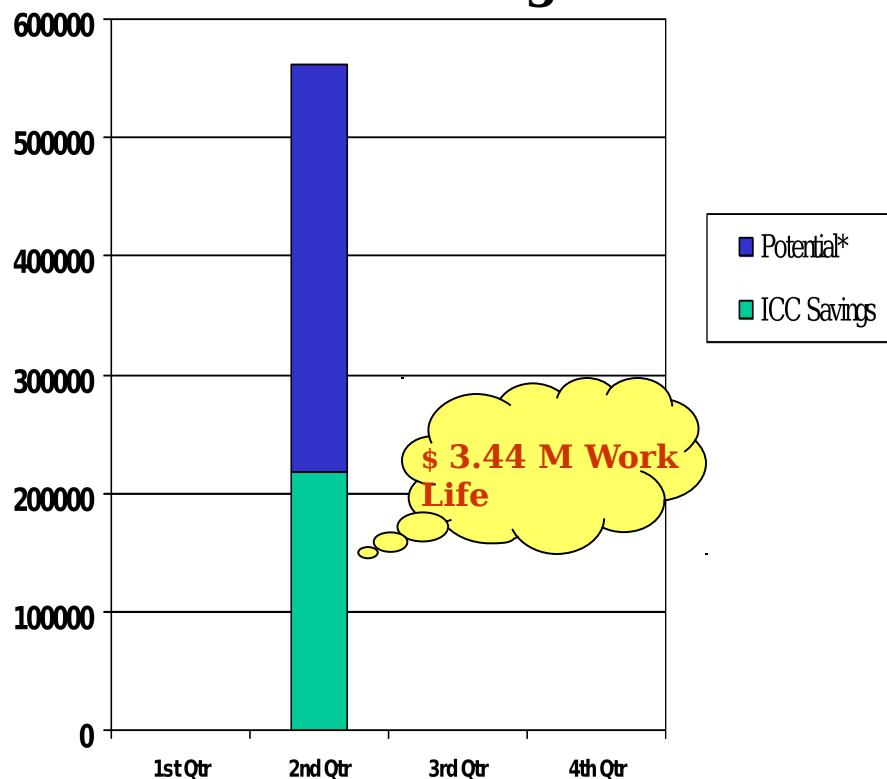
# Workers' Compensation Costs & Savings

## Worker's Comp Cost



**DDC FY 02 Total: \$ 19.3 M    DDC FY 03 Cumulative: \$ 10.0 M**  
**DLA FY 02 Total: \$ 27.2 M    DLA FY 03 Cumulative: \$ 14.1 M**

## DDC Savings



**FY 03 Cumulative \$ 217,473**  
**Work Life Cumulative \$3,447,530**  
**\*Potential RTD - No Job Availability**



# Exit Survey Results 2nd Quarter FY 03

- **Top five reasons employees left DLA (2nd Qtr):**
  - VERA/VSIP.
  - Higher-level manager's style/competence in organization.
  - Chance of getting promoted in the future.
  - Opportunities to participate in important decisions affecting work.
  - Immediate supervisor's managerial style/competence.

555 left DLA  
66 surveys

- **Top five reasons employees left DLA (1st Qtr):**
  - Higher-level manager's style/competence in organization.
  - VERA/VSIP.
  - Chance of getting promoted in the future.
  - A-76.
  - Job ended.

327 left DLA  
77 surveys